



Pacific Water & Wastewater Association, Inc

JOB DESCRIPTION – PWWA SECRETARIAT

JOB TITLE	Executive Officer Assistant	AREA	Operations
REPORTS TO	CEO	LAST REVIEWED	20 January, 2020
EMPLOYMENT TERM	Permanent	SALARY BAND	SAT\$34,841-\$37,967
		A14/L14	

PURPOSE:

Reporting directly to the CEO, the Executive Assistant provides executive support to the CEO, directly liaison for the CEO with Executive Board and Board of Directors and Management of PWWA; and provides communication support with PWWA partners, members and external stakeholders through media releases, newsletters and updates from the CEO's Office.

About the Role:

The Executive Assistant serves as the primary point of contact for the Office of the Head of Secretariat and serves as a liaison to the board of directors and Council; organizes and coordinates executive outreach and external relations efforts with members; and oversees special projects. The Executive Assistant must be creative and enjoy working within a small environment that is mission-driven, results-driven and community oriented. The ideal individual will have the ability to exercise good judgment in a variety of situations, with strong written and verbal communication, administrative, and organizational skills, and the ability to maintain a realistic balance among multiple priorities. The Executive Assistant will have the ability to work independently on projects, from conception to completion, and must be able to work under pressure at times to handle a wide variety of activities and confidential matters with discretion.

The role's key performance requirements together with corresponding success measures are broadly described below

KEY RELATIONSHIPS

External	Internal
<ul style="list-style-type: none"> • Relevant Samoa Government Agencies • Donor Partners • Regional agencies • International agencies • All PWWA members 	<ul style="list-style-type: none"> • CEO • Finance & Corporate Administrator • Development Project Officer • Board of Directors

KEY ACCOUNTABILITIES

Responsibility	Expected Outcomes
<p>Executive Support</p> <ul style="list-style-type: none"> • Completes a broad variety of administrative tasks for the CEO including: managing an active calendar of appointments; completing expense reports; composing and preparing correspondence that is sometimes confidential; arranging complex and detailed travel plans, itineraries, and agendas; and compiling documents for travel-related meetings. • Communicates directly, and on behalf of the CEO, with Board members, donors, PWWA members, and others, on matters related to CEO's programmatic initiatives. • Researches, prioritizes, and follows up on incoming issues and concerns addressed to the CEO from members, including those of a sensitive or confidential nature. • Successfully completes critical aspects of deliverables with a hands-on approach, including drafting acknowledgement letters, personal correspondence, and other tasks that facilitate the CEO's ability to effectively lead the organisation; • Prioritizes conflicting needs; handles matters expeditiously, proactively, and follows-through on projects to successful completion, often with deadline pressures. <p>General Administration Assistance:</p> <ul style="list-style-type: none"> • Assists with general administration work for corporate services under supervision of FCA; 	<ul style="list-style-type: none"> • All requests for administrative assistance are met in a timely and professional manner. • Information is recorded and conveyed according to or better than expected standards in terms of completeness, accuracy and compliance with PWWA Administrative policy. • Anticipate needs of CEO and take steps to meet those needs. • Deal with issues appropriately when and timely • Project requirements as allocated by CEO are exceeded. At times initiates ideas for projects with CEO. Able to deal with all issues involved with project. Delivery deadlines are always met. • Good relationship established with people undertaking projects as directed by CEO. Projects monitored effectively and reports provided to CEO on time. <ul style="list-style-type: none"> • Records accountability and filing are in compliance with best practices
<p>Board & Management Liaison</p> <ul style="list-style-type: none"> • Serves as the CEO's administrative liaison to PWWA Board of directors • Assists board members with travel arrangements, and lodging as needed • Maintains discretion and confidentiality in relationships with all board members; • Participates as an adjunct member of the Management Team including assisting in scheduling staff meetings and attending all meetings 	<ul style="list-style-type: none"> • Information provided in a timely manner to Board and travel arrangements are met satisfactorily • All PWWA Members are satisfied with the Secretariat service. <ul style="list-style-type: none"> • All meetings are serviced efficiently and notes or minutes are produced always on time with very few errors. Any errors or discrepancies are always rectified before distribution. All actions

<ul style="list-style-type: none"> • Assists in coordinating the agenda of management team meetings and all staff meetings • Facilitates coordination of travel and outreach plans 	<p>identified and followed up before due dates.</p>
<p>Communications, Partnerships, and Outreach</p> <ul style="list-style-type: none"> • Edits and completes first drafts for written communications to external stake holders; • Drafts and disseminate CEO updates, press releases and newsletters to members and external stakeholders; • Provide support on a day-to-day basis to disseminate, share, and promote PWWA activities and operations • Assist in prompt and accurate administration of day to day membership activities • Promptly respond to Association enquiries • Produce and develop proper system to ensure member details in the database are current • Foster and drive initiatives through coordination and management of programs between and for members 	<ul style="list-style-type: none"> • Respond to queries and carry out assigned tasks in timely and efficient manner • All PWWA Members are satisfied with the Secretariat service. • All members and stakeholders are kept abreast of activities at PWWA • Grow membership by 20% annually
<p>Annual Pacific Water & Wastewater Conference (PWWC)</p>	<ul style="list-style-type: none"> • Participate in organizing committee for annual PWWC • Respond to queries and carry out assigned tasks in timely and efficient manner
<p>Continuous Improvement</p> <ul style="list-style-type: none"> • Continually monitor and improve systems, methods, efficiency and the quality of services provided • Stay up-to-date with developments and generate new ideas 	<ul style="list-style-type: none"> • Services, policy and procedures are kept under review and changing requirements continue to be met • Best practice systems and procedures are established for the Secretariat • The required level of service efficiency is achieved • Services provided are to a high professional standard
<p>Health and Safety</p> <ul style="list-style-type: none"> • Achieve contribution to the maintenance of a safe and healthy work environment 	<ul style="list-style-type: none"> • PWWA health and safety policies and procedures are understood and followed • Identified hazards are efficiently addressed • An understanding of emergency and evacuation procedures is demonstrated
<p>Other Responsibilities</p>	<ul style="list-style-type: none"> • Assistance and support is provided for capacity building initiatives to create an even stronger customer focused

<ul style="list-style-type: none"> • Contribute to capacity building within the PWWA Secretariat as well as its members • Undertake all other duties that may be assigned by the Head of Secretariat 	<p>organisation that empowers its utility members</p> <ul style="list-style-type: none"> • Local and overseas travel undertaken to meet the Secretariat's business requirements • Assistance and support is provided to the Head of Secretariat and PWWA team • Special Projects can be managed simultaneously
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KEY RESULT AREAS:

The role of the Executive Assistant encompasses the following major functions or key result areas:

- Executive Support
- Board & Management Liaison
- Communications, Partnerships, and Outreach
- Annual Pacific Water & Wastewater Conference (PWWC)
- Continuous Improvement
- Health and Safety

This is a position of trust and it is likely you will become aware of sensitive, confidential and private information that must not be disclosed to others – either internally or externally.

ROLE COMPLEXITY:

- Member accountability – managing relationships with varied and diverse country members
- Scope of responsibility – requires regular contact with all members
- Health and Safety – including Emergency Evacuation and Disaster Recovery

PERSON SPECIFICATION/KEY SELECTION CRITERIA:

ESSENTIAL	DESIRABLE
Formal Qualifications	
<ul style="list-style-type: none"> • Bachelor's degree or equivalent technical qualifications 	
Knowledge and Experience	
<ul style="list-style-type: none"> • Strong work tenure: not less than four years of experience supporting Executives, preferably in a non-profit organization • Experience and interest in internal and external communications, partnership development, and events coordination Proficient in Microsoft Office (Outlook, Word, Excel, and Power Point), Adobe 	

<p>Acrobat, and Social Media web platforms.</p> <ul style="list-style-type: none"> • Donor coordination-related experience 	
Skills	
<ul style="list-style-type: none"> • Exhibit excellent communication skills, both written and verbal in English; • Advanced or expert proficiency with word processing, spreadsheets, databases, and publisher; • Attention to detail • Good organizational and time management skills • Self-management skills (organisation and time management) • Ability to work well within a team • Excellent interpersonal skills including conflict resolution and negotiation • Good management and leadership skills • Skills in establishing and maintaining relationships and partnerships with a wide range of internal and external stakeholders with the view to building strong relationships 	
Attributes	
<ul style="list-style-type: none"> • Positive “can do” attitude • Trustworthy with strong moral ethics • Confidence to speak up and be heard • Common sense, practical and result-focused approach and achievement orientation • Customer service commitment • Confident and able to handle conflict situations and negotiations at various levels • Empathetic to all levels and cultures present in the organisation and member countries • Cultural and gender sensitivity • Ability to work effectively in a multi-disciplinary, cross-cultural environment 	<ul style="list-style-type: none"> • Ability to work laterally and identify innovative solutions • Demonstrated understanding of developing countries with particular knowledge of Pacific Island countries and territories

Pacific Water and Wastewater Association Member Utilities

American Samoa, Cook Islands, Federated State of Micronesia, French Polynesia, Guam, Nauru, New Caledonia, Commonwealth States of the Northern Marianas, Niue, Palau, Papua New Guinea, Republic of Fiji, Republic of Kiribati, Republic of the Marshall Islands, Republic of Vanuatu, Samoa, Solomon Islands, Tonga, Tuvalu, Wallis & Futuna